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ABSTRACT

Focusing on service occupations, this document is one in a series of forty-one reprints from the Occupational Outlook Handbook providng current information and employment projections for individual occupations and industries through 1985. The specific occupations covered in this document include building custodians, pest controllers, private household workers, occupations in the restaurant industry, hotel occupations (bellhops, bell captains, front office clerks, housekeepers and assistants, and managers and assistants), and occupations in laundry and drycleaning plants. The following information is presented for each occupation or occupational area: a code number referenced to the Dictionary of Occupational Titles; a description of the nature of the work; places of employment; training, other qualifications, and advancement; employment outlook; earnings and working conditions; and sources of additional information. In addition to the forty-one reprints covering individual occupations or occupational areas (CE 017 757-797), a companion document (CE 017 756) presents employment projections for the total labor market and discusses the relationship between job prospects and education. (BM)

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Service Occupations

Reprinted from the
Occupational Outlook Handbook,
1978-79 Edition.

U.S. Department of Labor
Bureau of Labor Statistics
1978

Bulletin 1955-9

Containing the midpoints of the legs of right triangle RST, where pt. $(-5, 5)$, S is pt. $(1, 1)$, and T is pt. $(3, 4)$.

Containing the longer diagonal of a quadrilateral whose vertice pts. $(2, 2)$, $(-2, -2)$, $(1, -1)$, and $(6, 4)$.

Show that the equations $y - 1 = \frac{3}{4}(x + 3)$ and $y - 4 = \frac{3}{4}(x$ are equivalent.

An equation of the line containing pts. $(-2, 3)$ and $(4, -1)$ ca written in the form $y - 3 = -\frac{2}{3}(x + 2)$ or in the $y + 1 = -\frac{2}{3}(x - 4)$, depending upon which point you take a (x_1, y_1). Show that the two equations are equivalent.

Show that the equations are equivalent.

$$y - y_1 = \frac{y_2 - y_1}{x_2 - x_1}(x - x_1) \qquad y - y_2 = \frac{y_1 - y_2}{x_1 - x_2}(x - x_2$$

State the equation of a line through pt. (p, q) and parallel to l containing pts. (a, b) and (c, d). $(a \neq c)$.

U.S. DEPARTMENT OF HEALTH,
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CE 017 763

BUILDING CUSTODIANS

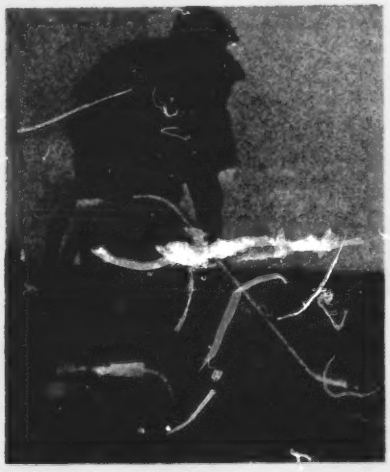
(D.O.T. 187.168, 381.137 and .887; 382.884, 891.138)

Nature of the Work

Building custodians, sometimes called janitors or cleaners, keep office buildings, hospitals, stores, and apartment houses clean and in good condition. They see that heating and ventilating equipment work properly, clean floors and windows, and do other necessary maintenance tasks. On a typical day, a custodian may wet- or dry-mop floors, vacuum carpets, dust furniture, make minor repairs, and exterminate insects and rodents.

Custodians use many different tools and cleaning materials. For one job they may need a mop and bucket; for another an electric polishing machine and a special cleaning solution. Chemical cleaners and power equipment have made many tasks easier and less time consuming, but custodians must know how to use them properly to avoid harming floors and fixtures.

Some custodians supervise a group of custodial workers and are responsible for maintaining a section of a building or an entire building. They assign tasks to each worker, give instructions, and see that jobs, such as floor waxing or window washing, are done well.



One-third of all building custodians work part time.

Places of Employment

In 1976, more than 2.1 million people worked as building custodians. One-third worked part time.

Most custodians worked in office buildings and factories, but schools, apartment houses, and hospitals also employed many. Some worked for firms supplying building maintenance services on a contract basis.

Although custodial jobs can be found in all cities and towns, most are located in highly populated areas where there are many office buildings, stores, and apartment houses.

Training, Other Qualifications, and Advancement

No special education is required for most custodial jobs, but the beginner should know simple arithmetic and be able to follow instructions. High school shop courses are helpful because minor plumbing or carpentry work may be a part of the job.

Most building custodians learn their skills on the job. Usually, beginners do routine cleaning and are given more complicated duties as they gain experience.

In some cities, unions and government agencies have developed programs to teach custodial skills. Students learn how to clean buildings thoroughly and efficiently, and how to operate and maintain machines, such as wet and dry vacuums, buffers, and polishers that they will use on the job. Instruction in minor electrical, plumbing, and other repairs is also given. As part of their training, students learn to plan their work, to deal with people in the buildings they clean, and to work without supervision.

Building custodians usually find work by answering newspaper advertisements, applying directly to a company where they would like to work, or applying to a building maintenance service. They also get jobs through State employment offices. Custodial jobs in the government are obtained by applying to the civil service personnel headquarters.

Advancement opportunities for custodial workers are usually limited because the custodian is the only maintenance worker in many buildings. Where there is a large maintenance staff, however, custodians can be promoted to supervisory jobs. A high school diploma improves the chances for advancement. Some custodians go into the maintenance business for themselves.

Employment Outlook

Employment opportunities in this occupation are expected to be good through the mid-1980's. The need to replace workers who die, retire, or leave the occupation will create many jobs each year. Construction of new office buildings, hospitals and apartment houses will cause employment of custodians to grow about as fast as the average for all occupations.

Persons seeking part-time or evening work can expect to find many opportunities.

Earnings and Working Conditions

In 1976, building custodians averaged $3.63 an hour, which is about three-fourths as much as the average earnings for all nonsupervisory workers in private industry, except farming. Earnings, however, vary by industry and area of the country. Workers in large cities of the Northeast and North Central regions usually earn the highest wages.

Custodians working in the Federal Government are paid at the same rates offered by private industries in the local area.

Most building service workers receive paid holidays and vacations, and health insurance.

Because most office buildings are cleaned while they are empty, custodians often work evening hours. In buildings requiring 24-hour maintenance, custodians may work a night shift.

Although custodians usually work inside heated, well-lighted buildings, they sometimes work outdoors sweeping walkways, mowing lawns, or shoveling snow. Working with machines can be noisy and some tasks, such as cleaning bathrooms and trash

rooms, can be dirty. Custodial workers often suffer minor cuts, bruises, and burns from machines, handtools, and chemicals.

Building custodians spend most of their time on their feet, sometimes lifting or pushing heavy furniture or equipment. Many tasks, such as dusting or sweeping, require constant bending, stooping, and stretching.

Sources of Additional Information

Information about custodial jobs and training opportunities may be obtained from the local office of your State employment service.

For general information on job opportunities in local areas, contact:

Service Employees International Union, 2020 K St. NW., Washington, D.C. 20006.

PEST CONTROLLERS

(D.O.T. 389.781 and 389.884)

Nature of the Work

Rats, mice, and common household insects such as flies and roaches contaminate food and spread sickness; termites can eat away houses. Protection of our health and property from these pests is the job of professional pest controllers, who are classified either as pest control route workers or termite specialists. Although these fields of work are separate, many controllers do both.

Often working alone, a pest control route worker usually begins the day by making sure the route truck has the necessary pesticides, sprayers, traps, and other supplies for servicing customers' facilities. With the supervisor's instructions, the route worker starts out to visit the 5 to 15 customers on the route list.

A route worker generally services restaurants, hotels, food stores, homes, and other facilities that have problems with rats, mice, or insects. Commercial customers commonly have service contracts calling for regular visits, such as once a month. Service to homes usually is less frequent, or only as required.

A route worker, who must know pests' habits and hiding places, carefully inspects the facility to determine the extent of the pest problem. To eliminate pests and prevent their return, the route worker sprays pesticides in and around areas such as cabinets and sinks where insects usually live, and sets traps and poisonous bait near areas where rats or mice nest and along paths they travel.

While regular visits are of help, the route worker may suggest to customers ways to eliminate conditions that attract pests. They may, for example, recommend replacing damaged garbage containers, sealing open food containers, and repairing cracks in walls.

Termite specialists are pest controllers who work to eliminate termites and prevent them from reaching wood structures. Termites eat wood. Without proper controls, these insects can go virtually unnoticed while they severely undermine the wood structure of a home or other building.

Termite specialists, usually working in pairs, can effectively control termites by providing a barrier between the termites' underground colonies and the wood structure. The most common barrier is termite poison.

To provide a poisonous barrier, they stick a steel nozzle into the ground and pump poison through a hose attached to the nozzle. Pumping forces the poison through the holes in the nozzle and into the soil. They repeat the process at numerous points around the foundation. To reach soil beneath or behind cement or other surfaces, they drill holes through the surface, insert the nozzle into the soil, and pump in the poison. Workers then seal these holes with cement. Specialists also may spray poison directly to the wood's surface. This is done commonly on older, all-wood structures.

Pest controllers know the habits and hiding places of different insects.

Since termites will not cross poisonous areas, those termites in the ground must find food elsewhere or starve while those trapped in the wood structure die from lack of moisture. Because barriers last for years, termite specialists seldom need to revisit a treated facility.

Termite specialists sometimes have to alter buildings to prevent pests from returning. For example, they may remove and rebuild foundations or insulate wood-to-earth contacts with concrete.

Helpers assist termite specialists by digging around and underneath houses, helping set up and operate equipment, mixing cement, and doing general cleanup work.

Some highly experienced specialists inspect houses for termites, estimate costs, and explain the proposed work to customers. In most exterminating firms, however, managers, supervisors, or pest control sales workers do these jobs.

Places of Employment

More than half of the estimated 27,000 pest controllers employed in 1976 were route workers; the rest were termite specialists and combination route workers-termite specialists.

Most pest controllers work for or own firms that specialize in this service. A small number work for Federal, State, and local governments.

Jobs in this field can be found throughout the country. Employment, however, is concentrated in major metropolitan areas and large towns.

Training, Other Qualifications, and Advancement

Beginning pest controllers are trained by supervisors and experienced workers. Many large firms also provide several weeks of training, which includes classes on the characteristics of termites or other pests, the safe and effective use of pesticides, customer relations, and the preparation of work records. To aid beginners, many employers provide training manuals. Beginners gain practical experience by helping pest control route workers or termite specialists on the job. They can learn many of the basic concepts for pest control within 2 or 3 months. At this stage, however, they lack the experience to work alone.

Almost all States require pest controllers to pass a written test demonstrating competent and safe use of pesticides. Those few States not requiring a written test are expected within the next 3 years to pass legislation that would require pest controllers to pass a similar test. Currently, about 30 States require pest controllers be licensed, which in most States is only for registration.

Employers prefer trainees who are high school graduates, have safe driving records, and are in good health. Many firms require their employees to be bonded; applicants for these jobs must have a record of honesty and respect for the law. Because route workers frequently deal with customers, employers look for applicants who are courteous, tactful, and well-groomed. Termite specialists need manual dexterity and mechanical ability. Some firms give aptitude tests to determine an applicant's suitability for the work.

High school courses in chemistry and business arithmetic provide a helpful background for pest controllers. Students interested in becoming route workers also may benefit from courses in sales. Those interested in becoming termite specialists can gain valuable experience by taking courses related to building construction such as carpentry.

Experienced workers with ability can advance to higher paying positions, such as service manager or pest-control sales worker.

Employment Outlook

Employment of pest controllers is expected to grow faster than the average for all occupations through the mid-1980's. In addition to the jobs resulting from employment growth, the need to replace experienced workers who retire or die or transfer to other occupations also will create many job openings.

Because pests reproduce rapidly and tend to develop resistance to pesticides, their control is a never-ending problem. Population growth and further congestion of metropolitan areas will add to the need for more pest controllers. The deterioration of older buildings also is increasing the need for these workers since buildings become more prone to infestation as they age.

Earnings and Working Conditions

The starting pay for inexperienced trainees ranged from $3 to $4 an hour in 1976, based on the limited information available. Earnings of experienced pest controllers ranged from $5 to $8 an hour.

Some route workers are paid an hourly rate or weekly salary. Others receive a commission based upon charges to customers. Nearly all termite specialists are paid an hourly rate or weekly salary.

On the average, pest controllers work 40 to 44 hours a week. During spring and summer, however, hours may be longer because pests are more prevalent. Most work is done during the day. Route workers, however, occasionally work nights because many restaurants and stores do not want them to work while customers are present.

Pest controllers work both indoors and outdoors in all kinds of weather. They frequently lift and carry equipment and materials, but most items weigh less than 50 pounds. Route workers also do a great deal of walking and driving. Termite specialists occasionally must crawl under buildings and work in dirty, cramped spaces. Workers in these occupations are subject to some hazards. Although most pesticides are not harmful to humans, some can cause injury if they are inhaled or left on the skin. Such injuries, however, are avoided if safety precautions are followed. Termite specialists risk injury from power tools and sharp or rough materials in buildings.

Pest controllers are on their own to a great extent. They do not work under strict supervision and, within limits, may decide how they will handle a job.

Sources of Additional Information

Further information about opportunities in this field is available from local exterminating companies and the local office of the State employment service. General information about the work can be obtained from:

National Pest Control Association, Inc., 8150 Leesburg Pike, Vienna, Va. 22180.

PRIVATE HOUSEHOLD WORKERS

(D.O.T. 099.228, 301.887, 303.138, 304.887, 305.281, 306.878, 307.878, and 309.138 through .878)

Nature of the Work

Thousands of people employ private household workers to help care for children, clean and maintain the house and yard, cook meals, or serve the family. Some household workers specialize in one of these jobs, but the duties of most workers change from day to day. Frequently, workers who specialize live in their employer's house.

Most private household workers are employed as *general houseworkers* or *mother's helpers*. These workers clean the house and may also be responsible for meal preparation, laundry, or caring for children. When hired by the day or hour, they are called *day workers*.

Heavy household tasks and yard maintenance are usually performed by *caretakers*. They may wash windows, paint fences and mow the lawn.

In some households, meals are prepared by *cooks*. Some cooks do everything from planning menus and buying food to serving meals and cleaning the kitchen. Others follow the instructions of a family member. Cooks may be assisted by a *cook's helper*, who is less skilled than a cook and performs simple tasks, such as peeling vegetables and cleaning the kitchen.

Most private household workers are employed as general houseworkers or mothers' helpers.

A few households employ *launderers* to wash, iron, and fold the laundry.

Some private household workers specialize in performing personal services for members of the family. *Lady's and gentleman's attendants* keep their employer's clothes pressed and hung, make their beds, help them dress, and run errands. *Companions* do similar work, but they also act as a friend or aide to the convalescent, elderly, or handicapped person who employs them.

Some private households employ workers whose sole job is child care. Unlike mothers' helpers, whose duties generally entail light housekeeping as well as child care, these workers have no general housekeeping responsibilities. Such workers bathe the children, prepare their meals, launder their clothes, and supervise their play. Those who care for very young children are responsible for sterilizing bottles, preparing formulas, and changing diapers. Some households employ tutors, who usually are in charge of school-age children and supervise their recreation, diet, and health, as well as their education. These workers also are responsible for disciplining the children and arranging their activities.

A household with a large staff of workers may employ a *home housekeeper* or a *butler* to supervise the staff and the operation of the household. These workers usually are responsible for hiring and firing the other household employees. In addition to these duties, butlers receive and announce guests, answer tele-

phones, serve food and drinks, and may act as gentleman's attendants. Housekeepers order food and cleaning supplies and keep a record of expenditures.

Places of Employment

Nearly 1.1 million persons were employed as private household workers in 1976. Most are employed part time, working half-days or only 2 or 3 days a week. Those who live in their employer's house work longer hours.

Training, Other Qualifications, and Advancement

For most household jobs, experience and an ability to cook, clean, or care for a yard is important; formal education is not. Employers prefer workers who know how to operate vacuum cleaners, floor waxers, and lawn mowers, but most young people can learn these skills while helping with the house and yard work at home. Some household workers acquire skills by spending a year working as a mother's helper under the supervision of either an experienced household worker or their employer.

Home economics courses in high schools, vocational schools, and junior colleges offer training in child development and meal preparation that can be very useful to persons interested in becoming cooks or child care workers. Training programs sponsored by Federal agencies, State employment service offices, and local welfare departments also teach many of the skills needed for household work.

For a person wishing a job serving as a companion or caring for children, educational and cultural background is more important than work experience. Generally a companion's background, interests, and age should be similar to the employer's, and practical nursing experience is useful if the employer is an invalid. Being able to read well or carry on an interesting conversation is helpful. A well-rounded education and teaching skills are important for persons interested in caring for children.

Private household workers must have physical stamina because they are on their feet most of the time and sometimes must do some heavy lifting. The desire to do a job carefully and thoroughly is important. Household workers should be able both to get along well with people and to work independently. Some workers, particularly cooks and infant's nurses, need a health certificate showing that they are free of contagious diseases. Many employers arrange and pay for the necessary physical examination.

Advancement other than an increase in wages generally is not possible in private household work. Few households require live-in workers, and even fewer require so many workers that a butler or home housekeeper is needed as a supervisor. Workers can transfer to better paying and more highly skilled household jobs, such as cook or lady's or gentleman's attendant, but job openings in these occupations are limited.

However, many private household workers use their training and experience to transfer to related jobs—in child care or day care facilities, or as kitchen workers in restaurants. Some may go to work as building cleaners, employed by commerical cleaning services. Others may go to work as nursing aides in hospitals, or nursing homes, or homemaker-home health aides employed by health agencies, public welfare departments, or commerical firms.

Employment Outlook

Although the number of private household workers is expected to decline through the mid-1980's, thousands of openings will result each year from the need to replace those who die, retire, or leave the occupation. The demand for household workers has exceeded supply for some time, as more women, especially those with young children, enter the labor force. Low wages, the tedious nature of some household tasks, and the lack of advancement opportunities discourage many persons from entering the occupation, however, and some prospective employers are turning to child-care centers and commercial cleaning services for help.

Job openings for domestic workers, particularly for general housekeepers and mothers' helpers, will be plentiful through the mid-1980's. Many openings will be available for part-time work.

Earnings and Working Conditions

In 1975, full-time female private household workers averaged $2,413 a year, less than half the average for all nonsupervisory workers in private industry, except farming. Earnings data are not available for men in the occupation because men represent such a small proportion of total employment. The provisions of Federal and State minimum wage laws were extended to private household workers in May 1974.

Wages vary according to the work performed, employer's income, and the custom of the local area. Earnings are highest in large cities, especially in the North.

Most private household workers receive instructions from their employers, but are free to work on their own. Frequently, they have a key to the house or apartment. Household work is often tedious, especially for day workers who generally are given the less desirable tasks, such as cleaning bathrooms or defrosting the refrigerator. Long or irregular working hours can isolate workers who "live in" from their families and friends, and if they are the sole employees in the households, they are likely to be alone most of the time.

Sources of Additional Information

Facts about employment opportunities and training programs in private household work are available from local offices of State employment agencies.

Information on laws affecting household workers and guidelines for work is available from:

National Committee on Household Employment, 7705 Georgia Ave. NW., Suite 208, Washington, D.C. 20012.

OCCUPATIONS IN THE RESTAURANT INDUSTRY

In 1976, the restaurant industry was the third largest industry in the country, employing 3.7 million people in establishments ranging from roadside diners to luxurious restaurants. The type of food and service a restaurant offers varies with its size and location, as well as with the kind of customer it seeks to attract. Fast-food restaurants and cafeterias in suburban shopping centers emphasize rapid service and inexpensive meals. Steak houses and pizza places consider the quality of their specialty most important. Some restaurants cater to customers who wish to eat a leisurely meal in elegant surroundings and their menus often include unusual dishes or "specialties of the house."

Most restaurants are small and have fewer than 10 paid employees; some of these are operated by their owners. An increasing proportion of restaurants, however, are part of a chain operation.

Restaurant jobs are found almost everywhere. Although employment is concentrated in the States with the largest populations and particularly in large cities, even very small communities have sandwich shops and roadside diners.

Restaurant Workers

About three-fourths of all restaurant employees prepare and serve food, and keep cooking and eating areas clean. Waiters and waitresses, and cooks and chefs make up the two largest groups of workers. Others are counter workers, who serve food in cafeterias and fast-food restaurants; bartenders, who mix and serve drinks; dining room attendants, who clear tables, carry dirty dishes back to the kitchen, and sometimes set tables; dishwashers, who wash dishes and help keep the kitchen clean; pantry workers, who prepare salads, sandwiches, and certain other dishes; and janitors and porters, who dispose of trash, sweep and mop floors, and keep the restaurant clean. Some of these workers operate mechanical equipment such as dishwashers, floor polishers, and vegetable slicers. (Detailed information on cooks and chefs, waiters and waitresses, bartenders, food counter workers, and dining room attendants and dishwashers is given elsewhere in the *Handbook*.)

Another large group of restaurant workers—about one-seventh of the total—are managers and proprietors. Many are owners and operators of small restaurants and, in addition to acting as managers, may cook and do other work. Some are salaried employees who manage restaurants for others.

All other restaurant workers combined account for about one-sixth of total industry employment. Most are clerical workers—cashiers who receive payments and make change for customers; food checkers who total the cost of items selected by cafeteria customers; and bookkeepers, typists, and other office workers. A few restaurants employ dietitians to plan menus, supervise food preparation, and enforce sanitary regulations. Restaurant chains and some large restaurants employ mechanics and other maintenance workers, accountants, advertising or public relations directors, personnel workers, and musicians and other entertainers.

With 3.7 million employees in 1976, restaurants made up the third largest industry in the country.

Training, Other Qualifications, and Advancement

The skills and experience needed for restaurant work vary from one occupation to another. Many jobs require no special training or experience, while others require some college or managerial experience. Requirements also vary from one restaurant to another; large or expensive restaurants usually have higher educational and experience standards than diners or small restaurants.

Persons who have less than a high school education and no previous experience often qualify for jobs as kitchen workers, dishwashers, or dining room attendants. Although a high school education is not mandatory, some restaurants hire only those with a diploma and some hire only experienced waiters and waitresses, cooks, and bartenders. Special training or

many years of experience or both usually are required for chefs' positions.

Newly hired restaurant workers generally are trained on the job. Kitchen workers, for example, may be taught to operate a lettuce-shredder and make salads. Waiters and waitresses are taught to set tables, take orders from customers, and serve food in a courteous and efficient manner. In many restaurants, new employees receive their training under the close supervision of an experienced employee or the manager. Large restaurants and some chain restaurant operations may have more formal programs that often include several days of training sessions for beginners. Some employers, such as fast-food restaurants, use instructional booklets and audio-visual aids to train new employees.

Many public and private high schools offer vocational courses for persons interested in restaurant training. Usually included are food preparation, catering, restaurant management, and other related subjects. Similar training programs are available for a variety of occupations through hotel and motel associations, restaurant associations and trade unions, technical schools, junior and community colleges, and 4-year colleges. Programs range in length from a few months to 2 years or more. The Armed Forces are another good source of training and experience in food service work.

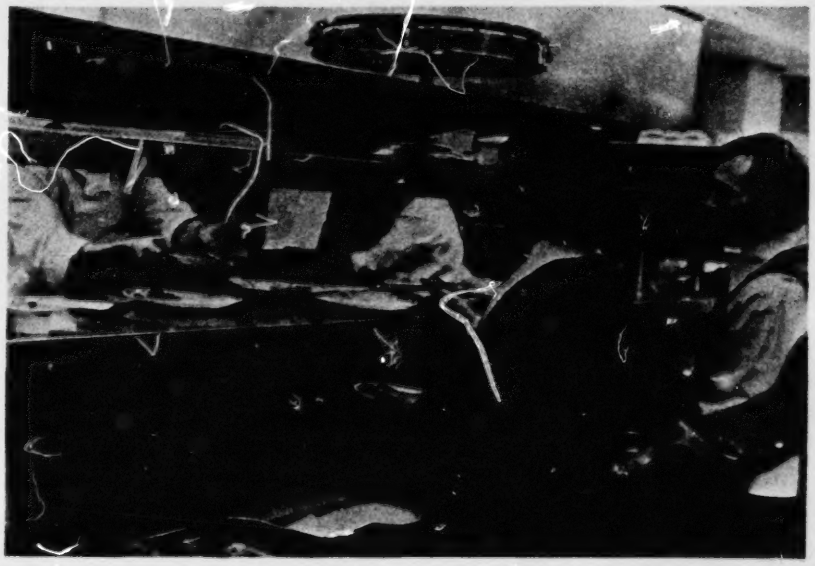
When hiring food service workers such as waiters and waitresses and cooks and chefs, employers look for applicants who have good health and physical stamina because the work is often tiring. Because of the need to work closely with others and under considerable pressure, applicants should be able to remain calm under stress. In addition, a neat appearance and a pleasant manner are important for bartenders, waiters and waitresses and other employees who meet the public. Advancement opportunities in restaurants vary among the occupations. They are best for cooks who may advance to chef, or supervisory or management positions, particularly in hotels, clubs, or larger, more elegant restaurants. Experience as maitre d'hotel may lead to a position as director of food and beverage services in a large chain organization. For most other restaurant occupations, however, advancement is limited, principally because of the small size of most food service establishments. For some occupations, such as food counter workers in fast-food restaurants, advancement is further limited because most workers remain employed for only a short time.

Although many restaurant managers obtain their positions through hard work and advancement within a restaurant's staff, it is becoming increasingly important for restaurant managers to have a college degree in hotel, restaurant or institutional management. Graduates employed by hotels and restaurants usually go through a management training program before being given much supervisory and administrative responsibility. They often are hired as assistant managers and subsequently advance to manager. From there it is possible, particularly in the large restaurant chains, to advance to a top management position. Those with the necessary capital may open their own eating establishments.

Employment Outlook

Employment in the restaurant industry is expected to increase faster than the average for all industries through the mid-1980's. In addition to the openings arising from employment growth, thousands of openings are expected each year due to turnover--the need to replace experienced employees who find other jobs or who retire, die, or stop working for other reasons. Turnover is particularly high among part-time workers, many of whom are students. As a result, there are plenty of jobs available in this industry for interested persons, including those with limited skills.

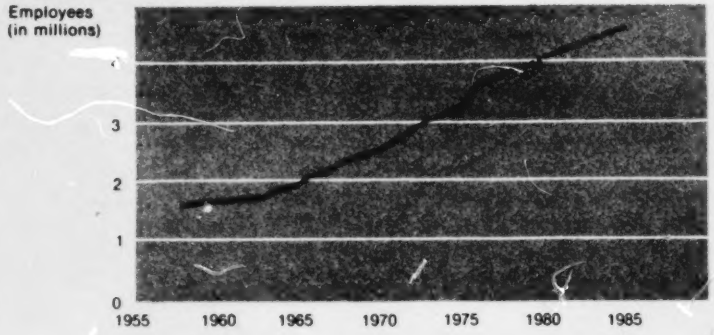
Most openings will be for waiters and waitresses and cooks--both because of their high replacement needs and because these workers make up a very large proportion of all restaurant employees. High school students make up a large percentage of the workers in fast-food restaurants. Employment opportunities also are expected to be favorable for food counter workers. The number of openings in clerical jobs, such as cashier, will be relatively small. A few openings will occur in specialized positions, such as food manager and dietitian.



Employment in restaurants is expected to increase faster than the average for all industries.

Continued rapid employment growth resulting from population growth, rising personal incomes, and more leisure time is expected in the restaurant industry

Wage and salary workers in eating and drinking places, 1958-76 and projected 1985



Population growth, rising personal incomes, and more leisure time will contribute to a growing demand for restaurant services. Also, as an increasing number of wives work, more and more families may find dining out a welcome convenience. Fast-food and other multiunit restaurants constitute the fastest growing segment of this industry. Many food service workers will be needed to serve the increasing number of customers served by these restaurants. Increasing worker productivity, however, will prevent employment from growing as rapidly as demand for restaurant services. Restaurants have become more efficient as fast-food service counters have become more popular, and as managers have centralized the purchase of food supplies, introduced self-service, and used precut meats and modern equipment. Many restaurants now use frozen entrees in individual portions, which require less time and skill to prepare than fresh foods.

Earnings and Working Conditions

Earnings of restaurant workers depend on the location, size, type, and degree of unionization of the restaurant in which they work. Also, workers in some occupations receive tips in addition to their wages.

In 1976, nonsupervisory workers in the restaurant industry averaged $2.50 an hour (excluding tips). Data from union contracts covering eating and drinking places in several large cities indicate the following range of hourly earnings for individual occupations:

	Hourly rate range [1]
Chefs	$3.11–6.01
Bartenders	2.85–5.33
Cooks	2.81–5.19
Pantry workers	08–4.38
Kitchen helpers	2.12–4.14
Assistant cooks	2.02–4.05
Checkers	2.25–3.94
Food counter workers	1.67–3.79
Porters	2.24–3.75
Dishwashers	1.94–3.75
Cashiers	2.24–3.58
Dining room attendants	1.26–3.41
Waiters and waitresses	1.25–2.95

[1] Tips not included.

Salaries of managerial workers differ widely because of differences in duties and responsibilities. Many college graduates who had specialized training in restaurant management received starting salaries ranging from $10,000 to $12,000 annually in 1976. Managerial trainees without this background often started at lower salaries. Many experienced managers earned between $15,000 and $30,000 a year.

In addition to wages, restaurant employees usually get at least one free meal a day, and often are provided with uniforms. Waiters, waitresses, and bartenders also may receive tips.

Most full-time restaurant employees work 30 to 48 hours a week; scheduled hours may include evenings, holidays, and weekends. Some work on split shifts, which means they are on duty for several hours during one meal, take some time off, and then return to work for the next busy period.

Many restaurants have convenient work areas, and are furnished with the latest equipment and laborsaving devices. Others, particularly small restaurants, offer less desirable working conditions. In all restaurants, workers may stand much of the time, have to lift heavy trays and pots, or work near hot ovens or steam tables. Work hazards include the possibility of burns; sprains from lifting heavy trays and other items; and slips and falls on wet floors.

The principal union in the restaurant industry is the Hotel and Restaurant Employees and Bartenders International Union (AFL-CIO). The proportion of workers covered by union contracts varies greatly from city to city.

Sources of Additional Information

For additional information about careers in the restaurant industry, write to:

National Institute for the Foodservice Industry, 120 South Riverside Plaza, Chicago, Ill. 60606.

The Educational Institute, American Hotel and Motel Association, 1407 S. Harrison Rd., Michigan State University, East Lansing, Mich. 48823.

Information on vocational education courses for restaurant work may be obtained from the local director of vocational education, the superintendent of schools in the local community, or the State director of vocational education in the department of education in the State capital.

HOTEL OCCUPATIONS

Hotels, motels, and resorts provide lodgings to suit the needs of every traveler. Some motels offer inexpensive basic services for those who simply want a comfortable place to sleep. Other motels and most hotels cater to persons who desire more luxurious surroundings and offer fine restaurants, personal service, and many recreational facilities that may include swimming pools, golf courses, tennis courts, horseback riding, game rooms, and health spas. About 890,000 people worked in this industry in 1976.

This statement gives an overview of jobs in hotels, motels, and resorts. Separate *Handbook* statements describe the work of hotel housekeepers, managers, front office clerks, and bellhops.

The Hotel Business

Hotels range in size from those with only a few rooms and employees to huge establishments with more than 1,000 rooms and hundreds of workers. Many of the motels built in recent years are fairly large and employ many workers, but the economy motels and most older motels have relatively small staffs. In fact, some motels are run entirely by owners and their families.

Nearly all hotels and many motels offer a variety of conveniences for their guests, including restaurants, banquet rooms, meeting rooms, swimming pools, and gift shops. Motels usually have simple coffee shops, while hotels often have several restaurants and may offer live entertainment at night. Hotels and motels in resort areas often have a wide variety of recreational facilities including golf coures, tennis courts, and swimming pools. Large hotels also may have newsstands, barber and beauty shops, laundry and valet services, and theater and airline ticket counters.

Hotel Workers

As hotel operations become more complex, the emphasis on training is increasing. Demand for persons with special skills and training at colleges, junior colleges, technical institutes, vocational schools, and high schools is increasing. Also, many employees, particularly managers, undergo comprehensive on-the-job training programs.

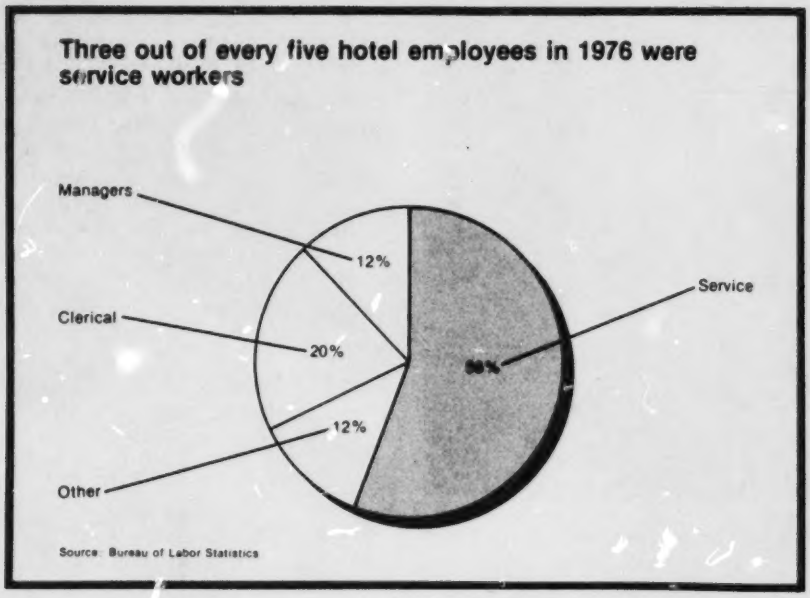
To provide the many services they offer, hotels and motels employ workers in a wide variety of occupations. These usually are classified as professional, middle management, and service and craft occupations. Professional positions such as general manager, food and beverage manager, personnel director, and administrative chef generally require considerable formal training and job experience. Middle management occupations such as auditor, purchasing agent, executive housekeeper, and chef generally require formal training and extensive on-the-job training. Jobs such as bellhop, cleaner, bartender, and waitress generally require less training.

Housekeeping is a very important part of the business and more than a fourth of all workers are concerned with keeping hotels and motels clean and attractive. The housekeeping staff make beds, provide guests with fresh linens and towels, vacuum rooms and halls, and move furniture. Linen room attendants and laundry room workers mark and inspect towels, sheets, and blankets and operate the washing and pressing machines in the hotel laundry. Large hotels and motels usually employ executive housekeepers to supervise these workers and purchase housekeeping supplies. Some hotels also employ managers to supervise laundry operations.

Food service personnel comprise the next largest group of hotel workers. These workers include cooks and chefs, waiters and waitresses, meatcutters, dining room attendants and dishwashers, food counter workers, and bartenders who work in the coffee shops and restaurants found in most motels and hotels. Detailed descriptions of their duties are found elsewhere in the *Handbook*.

Hotel managers and assistants are responsible for the profitable operation of their establishments. They determine room rates, oversee restaurant operations, and supervise the staff. In smaller hotels and motels a general manager performs all these

Some hotel occupations require little or no specialized training.



tasks, but in large hotels a general manager usually has several assistants, each one responsible for a separate department, such as food service, sales, or personnel.

Nearly all hotels and motels employ clerical workers to take room reservations, bill guests, and furnish information. Most of these workers are front office clerks who greet guests, assign rooms, handle mail, and collect payments. The remainder are cashiers, bookkeepers, telephone operators, secretaries, and other clerical workers, whose jobs in hotels are much like clerical jobs elsewhere.

Most hotels and some motels employ a uniformed staff to perform services for guests. This staff includes bellhops, who carry baggage and escort guests to their rooms; doorkeepers, who help guests out of their cars or taxis and carry baggage into the hotel lobby; and elevator operators.

In addition, hotels employ many other workers who are also found in other industries. Among these are accountants, personnel workers, entertainers, and recreation workers. Maintenance workers, such as carpenters, electricians, stationary engineers, plumbers, and painters, also work for hotels. Still others include detectives, barbers, cosmetologists, valets, gardeners, and parking attendants. Most of these occupations are discussed elsewhere in the *Handbook*.

Employment Outlook

Employment in this industry is expected to expand more slowly than the average for all industries through the mid-1980's. Although new hotels and motels are expected to be built to take advantage of in-town, interstate highway, or resort locations, desirable sites are becoming scarce and very expensive. As a result, many owners are expected to rehabilitate and modernize existing hotel properties rather than construct new properties. In addition to openings resulting from growth, thousands of workers will be needed each year to replace those who retire, die, or leave the industry.

Most of the anticipated employment growth will stem from the need to staff new hotels and motels. Although employment is expected to increase in both luxury and economy motels as Federal expenditures for highways and other transportation systems stimulate travel,both business and pleasure travel are sensitive to economic and business conditions. More hotels are adding facilities and services for recreation in an effort to attract greater numbers of travelers, particularly from nearby areas. Older hotels unable to modernize are likely to experience low occupancy rates that may force them to reduce costs by eliminating some services and workers. Meanwhile, thousands of temporary jobs will continue to be available each year in resort hotels and motels that are open only part of the year.

Most of the job openings in hotels and motels will be for workers who need limited training, such as cleaners, porters, and some dining room employees. Large numbers of jobs will be available for front office staff, but opportunities may be limited by the increasing use of computer reservation systems in hotel and motel chains.

Opportunities may be particularly favorable for persons with training or experience as cooks and chefs or as food managers.

Earnings and Working Conditions

Earnings of hotel workers depend on the location, size, and type of the hotel in which they work. Large luxury hotels and those located in metropolitan and resort areas generally pay their employees more than less expensive hotels and those located in less populated areas. Workers in some occupations receive tips in addition to wages that add substantially to their income. Nonsupervisory workers in the hotel industry averaged $3.03 an hour in 1976, excluding tips—compared to $4.87 an hour for all nonsupervisory workers in private industry, except farming. About three-fourths of all hotel workers are covered by Federal and State minimum wage laws; in 1976, workers covered by these laws earned at least $2.20 an hour.

Salaries of hotel managers and assistants are particularly dependent upon the size and sales volume of the hotel, and vary greatly because of differences in duties and responsibilities. Hotel manager trainees who are graduates of specialized college programs generally start at around $10,000 a year and usually are given periodic increases for the first year or two. Experienced managers may earn several times as much as beginners. For example, salaries of hotel general managers ranged from about $16,000 to $50,000 a year in late 1975, according to a survey conducted by the American Hotel and Motel

Hotel reservation personnel coordinate reservations for all hotels and motels in the company's system.

Association. Hotel food and beverage managers earned from about $12,000 to $30,000 and executive housekeepers from about $7,000 to over $20,000. Managers may earn bonuses ranging from 10 to 20 percent of basic salary in some hotels. In addition to salary, hotels customarily furnish managers and their families with lodging in the hotel, meals, parking facilities, laundry, and other services.

The American Hotel and Motel Association also publishes wage data taken from union contracts of hotels and motels in major U.S. cities. Hourly rates during 1976 varied widely from city to city. Bellhops earned from $1.34 to $2.52 per hour, cleaners from $2.17 to $4.22, laundry workers from $2.25 to $4.52, bartenders from $2.48 to $5.85, waiters and waitressess from $1.38 to $3.05, elevator operators from $2.19 to $4.65, telephone operators from $2.40 to $4.64, and maintenance workers from $2.36 to $5.30. Tips, which represent a significant source of income for many employees, are not included in these data.

Since hotels are open continuously, employees must work on shifts. Fewer employees work at night than during the day; those who work on night shifts often receive additional compensation. Managers and housekeepers who live in the hotel usually have regular work schedules, but may be called for work at any time.

Food service personnel may receive extra pay for banquets and other special occasions and commonly receive meals. In some hotels, cleaners, elevator operators, room clerks, and others also receive meals. Most employees receive 5 to 10 paid holidays a year, paid vacations, sick leave, life insuance, medical benefits, and pension plans. Some hotels offer bonuses, profit sharing plans, educational assistance, and other benefits to their employees.

The Hotel and Restaurant Employees and Bartenders International Union is the major union in the hotel business. Some hotel workers, including bellhops, porters, cleaners, cooks, housekeepers, waiters and waitresses, maintenance engineers, elevator operators, guards, door attendants, gardeners, laundry workers, and others are members of the Service Employees' International Union.

Sources of Additional Information

Information on careers and scholarships in the lodging industry may be obtained from:

The Educational Institute of the American Hotel and Motel Association, 1407 S. Harrison Rd., East Lansing, Mich. 48823.

For a directory of colleges and other schools offering programs and courses in hospitality education, write to:

Council on Hotel, Restaurant, and Institutional Education, 11 Koger Executive Center, Suite 219, Norfolk, Va. 23502.

Information on careers in housekeeping and a list of schools offering programs in institutional housekeeping management is available from:

National Executive Housekeepers Association, Inc., Business and Professional Building, 414 Second Ave., Gallipolis, Ohio 45631.

BELLHOPS AND BELL CAPTAINS

(D.O.T. 324.138 and .878)

Nature of the Work

Bellhops carry baggage for hotel and motel guests and escort them to their rooms on arrival. When showing new guests to their rooms, bellhops make sure everything is in order and may offer information about valet services, dining room hours, or other hotel services. Bellhops also run errands for guests and may relieve elevator operators or switchboard operators.

Large and medium-sized hotels employ bell captains to supervise bellhops on the staff. They plan work assignments, record the hours each bellhop is on duty, and train new employees. Bell captains take care of any unusual requests guests may make and handle any complaints regarding their department. Sometimes they help arriving or departing guests if a bellhop is unavailable. In 1976, more than 16,000 persons worked as bellhops and bell captains.

A few hotels have large service departments and employ superintendents of service to supervise bell captains and bellhops, elevator operators, doorkeepers, and washroom attendants.

Training, Other Qualifications, and Advancement

No specific educational requirements exist for bellhops, although high school graduation improves the chances for promotion to a job as desk clerk or reservation clerk. Many hotels fill bellhop jobs by promoting elevator operators.

Because bellhops and captains have frequent contact with guests, they must be neat, tactful, and courteous.

Because bellhops have frequent contact with guests, they must be neat, tactful, and courteous. A knowledge of the local area is an asset because guests often ask about local tourist attractions, restaurants, and transportation services. Bellhops also must be able to stand for long periods, carry heavy baggage, and work independently.

Bellhops can advance to bell captain and then to superintendent of service, but opportunities are limited. Because there is only one bell captain position in each hotel, many years may pass before an opening occurs. Opportunities for advancement to superintendent of service are even fewer.

Employment Outlook

Little or no change in employment of bellhops is expected through the mid-1980's. Most openings will result from the need to replace workers who die, retire, or leave the occupation.

Although many motels now offer services similar to those of a hotel and employ bellhops, the growing popularity of economy motels that offer only basic services is expected to limit employment growth. New workers will have better opportunities in motels and small hotels because the large luxury hotels prefer to hire experienced workers. Opportunities also will be available in resort areas where hotels and motels are open only part of the year.

See the statement on the Hotel Industry elsewhere in the *Handbook* for information on earnings and working conditions, sources of additional information, and more information on employment outlook.

HOTEL FRONT OFFICE CLERKS

(D.O.T. 242.368)

Nature of the Work

Hotels and motels employ front office clerks to handle room reservations, greet guests, issue keys, and collect payments. In small hotels and in many motels, front office clerks also may work as bookkeepers, cashiers, or telephone operators. Large hotels usually employ several front office clerks to handle different jobs, such as receiving mail, providing information, or issuing keys. In the largest hotels, floor clerks distribute mail, packages, and telegrams to guests. About 62,000 persons worked as front office clerks in 1976.

Room or *desk clerks* assign rooms to guests and answer questions about hotel services, checkout time, or parking facilities. In assigning rooms, they must consider guests' preferences while trying to maximize hotel revenues. These clerks fill out guests' registration forms and sometimes collect payments. Room clerks are always in the public eye and through their attitude and demeanor greatly influence guests' impressions and promote a hotel's reputation.

Reservation clerks record written or telephoned requests for rooms, prepare registration forms, and notify room clerks of guests' arrival times.

Rack clerks keep records of room assignments to advise housekeepers, telephone operators, and maintenance workers that rooms are occupied.

Training, Other Qualifications, and Advancement

Employers usually select high school graduates who have some

Neatness, a courteous and friendly manner, and a desire to help people are important for front office clerks.

clerical aptitude as front office clerks. A knowledge of bookkeeping is helpful for work in a small hotel or on the night shift, because clerks often have a wider range of duties under these circumstances. Occasionally, employees in other hotel occupations, such as bellhops or elevator operators, may be transferred to front office jobs.

Front office work traditionally has been the pathway to managerial positions in the hotel industry. Although education beyond high school generally is not required for front office work, college training is an asset for advancement to managerial jobs. Neatness, a courteous and friendly manner, and a desire to help people are important traits for front office clerks. Knowledge of a foreign language can be helpful for work in large hotels or resorts that receive many foreign guests.

Newly hired workers usually begin as mail, information, or key clerks and receive their training on the job. The training period is usually brief and includes an explanation of the job's duties and information about the hotel, such as room locations and services offered. Once on the job, they receive help and supervision from the assistant manager or an experienced front office worker. Some clerks may need additional training in data processing or office machine operation because of the increased use of computerized reservation systems.

Most hotels promote front office workers from within so that a key or mail clerk may be promoted to room clerk, then to assistant front office manager, and later to front office manager. Clerks may improve their opportunities for promotion by taking home study courses in hotel management such as those sponsored by the Educational Institute of the American Hotel and Motel Association. (See the statement on Hotel Managers and Assistants elsewhere in the *Handbook*.)

Employment Outlook

Employment of front office clerks is expected to grow more slowly than the average for all occupations through the mid-1980's. Employment growth will be limited by the use of computerized reservation systems in most hotel and motel chains, and most job openings will result from the need to replace workers who die, retire, or leave the occupation.

See the statement on the Hotel Industry elsewhere in the *Handbook* for information on earnings and working conditions, sources of additional information, and more information on employment outlook.

HOTEL HOUSEKEEPERS AND ASSISTANTS

(D.O.T. 321.138)

Nature of the Work

A hotel's or motel's reputation depends on how well it serves its guests. Although some offer economical accommodations and others stress luxurious surroundings and attentive service, all are concerned with their guests' comfort. Hotel housekeepers are responsible for keeping hotels and motels clean and attractive and providing guests with the necessary furnishings and supplies. It is their job to hire, train, schedule, and supervise the housekeeping staff, including linen and laundry workers, and repairers. They also keep employee records and order supplies. About 17,000 persons worked as hotel housekeepers in 1976.

House keepers who work in small or middle-sized establishments may not only supervise the housekeeping staff, but perform some of these duties themselves. In large or luxury hotels, their jobs are primarily administrative and they are frequently called executive or head housekeepers.

Besides supervising a staff that may number in the hundreds, executive housekeepers prepare the budget for their departments; submit reports to the general manager on the condition of rooms, needed repairs, and suggested improvements; and purchase supplies and furnishings. Executive housekeepers are assisted by floor housekeepers, who supervise the cleaning and maintenance of one or several floors in the hotel, and assistant executive housekeepers, who help with the administrative work.

Some large hotel and motel chains assign executive housekeepers to special jobs, such as reorganizing housekeeping procedures in an established hotel or setting up the housekeeping department in a new motel.

Hotel housekeepers are responsible for keeping hotels and motels clean and attractive.

Training, Other Qualifications, and Advancement

Although there are no specific educational requirements for housekeepers, most employers prefer applicants who have at least a high school diploma. Experience or training in hotel housekeeping also is helpful in getting a job.

Several colleges, junior colleges, and technical insititutes offer instruction in hotel administration that includes courses in housekeeping, some of these courses are offered in summer or evening classes. Many schools have developed programs under the guidance and approval of the National Executive Housekeepers Association, an organization that confers certified membership status upon those members who complete certain education and experience requirements. In addition, the American Hotel and Motel Association offers courses for either classroom or home study. Most helpful are courses on housekeeping; personnel management; budget preparation; recordkeeping; interior decoration; safety practices; environmental controls; and the purchase, use, and care of different types of equipment and fabrics.

Executive housekeepers should be good at planning and organizing work and must be able to get along well with people, especially those they supervise. Housekeepers also should like to work independently and be able to keep records and analyze numbers.

Although assistant housekeepers may be promoted to executive housekeepers after several years of experience, opportunities are limited because only one executive housekeeper job is available in any hotel or motel. Those with degrees or courses in institutional housekeeping management may have the best advancement opportunities.

Employment Outlook

Employment of hotel housekeepers is expected to grow more slowly than the average for all occupations through the mid-1980's. Most openings will result from the need to replace workers who die, retire, or leave the occupation.

Because established hotels usually fill vacancies by promoting assistant housekeepers to executive housekeepers, beginners will find their best job opportunities in newly built motels or hotels.

See the statement on the Hotel Industry elsewhere in the *Handbook* for information on earnings and working conditions, sources of additional information, and more information on the employment outlook.

HOTEL MANAGERS AND ASSISTANTS

(D.O.T. 163.118 and 187.118, .168)

Nature of the Work

Hotel managers are responsible for operating their establishments profitably and satisfying guests. They determine room rates and credit policy, direct the operation of the kitchen and dining rooms, and manage the housekeeping, accounting, and maintenance departments of the hotel. Handling problems and coping with the unexpected is an important part of the job.

Managers who work in small hotels may do much of the front office clerical work, such as taking room reservations and assigning rooms. In some small hotels and many motels, the manager is also the owner and may be responsible for all aspects of the business.

General managers of large hotels usually have several assistants who manage various parts of the operation. Because the hotel restaurant and cocktail lounge are important to the success of the entire establishment, they almost always are operated by managers with experience in the restaurant field. Other areas that usually are handled separately are advertising, rental of banquet and meeting facilities, personnel, and accounting.

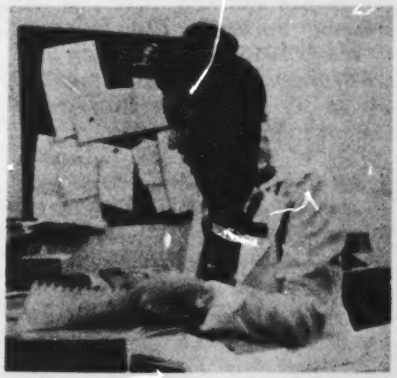
Large hotel and motel chains often centralize some activities, such as purchasing and advertising, so that individual hotels in the chain may not need managers for these departments. Managers who work for chains may be assigned to organize a newly built or purchased hotel or to reorganize an existing hotel or motel that is not operating successfully.

About 137,000 hotel and motel managers worked in 1976. More than a third were self-employed.

Training, Other Qualifications, and Advancement

Experience generally is the most important consideration in selecting managers. However, employers increasingly are emphasizing college education. A bachelor's degree in hotel and restaurant administration provides particularly strong preparation for a career in hotel management. In 1976, about 30 colleges and universities offered 4-year programs in this field. However, applicants to these programs may face increasing competition in the coming years. The courses in hotel work that are available in many junior colleges and technical institutes and through the American Hotel and Motel Association also provide a good background.

A college program in hotel management usually includes courses in hotel administration, accounting, economics, data processing, food service management and catering, and hotel maintenance engineering. Students are encouraged to work in hotels or restaurants during summer vacations because the experience gained and the contacts made with employers may help them to get better hotel jobs after graduation.



General managers of large hotels usually have several assistants who manage various parts of the operation.

Managers should have initiative, self-discipline, and the ability to organize work and direct the work of others. They must be able to concentrate on details and solve problems.

Some large hotels have special on-the-job management trainee programs in which trainees rotate among various departments to acquire a thorough knowledge of the hotel's operation. Outstanding employees who have not had college training may receive financial assistance to help them acquire a degree.

Most hotels promote employees with proven ability, usually front office clerks, to assistant manager and eventually to general manager. Newly built hotels, particularly those without well-established on-the-job training programs, often prefer experienced personnel for managerial positions. Hotel chains may offer better opportunites for advancement than independent hotels, because employees can transfer to another hotel in the chain or to the central office if an opening occurs.

Employment Outlook

Employment of hotel managers is expected to grow more slowly than the average for all occupations through the mid-1980's. Some job openings will occur as additional hotels and motels are built and chain and franchise operations spread. However, most openings will occur as experienced managers die, retire, or leave the occupation. Applicants having college degrees in hotel administration will have an advantage in seeking entry positions and later advancement.

See the statement on the Hotel Industry elsewhere in the *Handbook* for information on earnings and working conditions, sources of additional information, and more information on employment outlook.

OCCUPATIONS IN LAUNDRY AND DRYCLEANING PLANTS

In 1976, approximately 418,000 persons were employed by establishments that launder and drycleen garments, household furnishings, and institutional linens and uniforms. These workers were employed throughout the country, but were concentrated in metropolitan areas.

Drycleaning firms and laundries accounted for about three-fourths of the industry's workers. Most of the remainder worked for firms that specialized in renting and cleaning uniforms, towels, diapers, and other linens. A small proportion were employed in valet shops.

More than half of the industry's employment is found in firms that have 20 employees or more. Most firms, however, are owner-operated and have fewer than 10 employees. In 1976, about one-seventh of the industry's workers were self-employed.

Nature of the Work

One way to describe the work done in this industry is to follow an imaginary bundle of clothes from the time it leaves the customer until it is cleaned and returned. (See accompanying chart.) The bundle consists of some men's shirts, a business suit, and bed linens. A *route driver* (D.O.T. 292.358) picks up the bundle and, after leaving a receipt, takes the bundle to the plant.

The owner of the bundle may instead leave it at the plant or drive-up store. In this case, a *counter clerk* (D.O.T. 369.887) makes out a receipt. Either the route driver or the counter clerk sorts the items in the bundle into laundry and drycleaning.

The bundle is turned over to a *marker* (D.O.T. 369.887), who puts an identifying symbol on each item so it may be matched with the customer's receipt at some later time. The marker then sends the shirts and sheets to the washroom and the suit to the drycleaning room.

A *machine washer* (D.O.T. 361.885) puts several hundred pounds of sheets into a huge washing machine. Shirts are loaded into another washer. These machines are controlled automatically, but the machine washer must understand how to operate the controls—water temperature, suds level, time cycles, and the amount of agitation for different fabrics. When the washing cycle is completed, the laundry is transferred to an extractor that removes about half of the water. This stage is similar to the "spin" cycle on a home washer. Conveyors move the laundry to conditioners, dryers, or tumblers where dry, heated air removes some of the remaining moisture.

Sheets go from the drying area to *flatwork finishers* (D.O.T. 363.886), who shake out folds and creases, spread the sheets on moving belts, and feed them into large flatwork ironing machines for ironing and partial folding. When the sheets come out of the machine, other finishers complete the folding and stacking.

Shirts go directly from the extractor to *shirt finishers* (D.O.T. 363.782), who usually work in teams of two or three. One finisher puts the sleeves of the shirt on a "sleever," which has two armlike forms. A second finisher then puts the shirt on a "triple-head" press that irons the front and back simultaneously. In some plants, the first finisher either folds the shirt or places it on a hanger, whichever the customer has indicated. A third finisher may do the folding. In some laundries, one shirt finisher performs all these operations.

The jobs of the *drycleaner* (D.O.T. 362.782) and *machine washer* (D.O.T. 361.885) are similar, but the cleaning solution for drycleaning is a chemical solvent instead of water, and drycleaning machines generally are smaller than the laundry washers. The drycleaner sorts clothes according to color, fiber content, and fabric construction and selects the proper time cycle for each load. The drycleaner may apply special prespotting solutions to spots and stains before placing the garments in the drycleaning machine. After cleaning, a special machine removes the solvent and then the clothes are dried in a tumbler or hot-air cabinet. The *spotter* (D.O.T. 362.381) will use

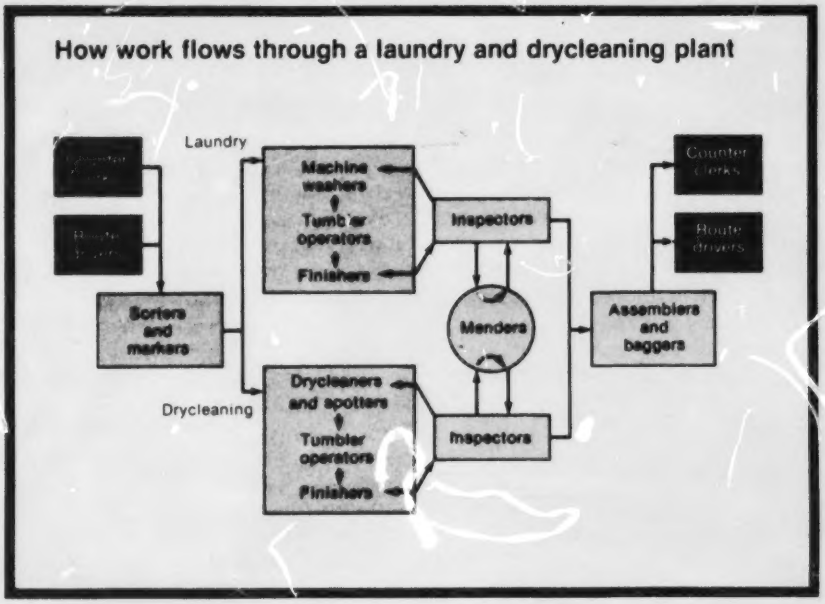
chemical reagents and steam to remove stubborn stains. In some plants, the same person does drycleaning and spotting.

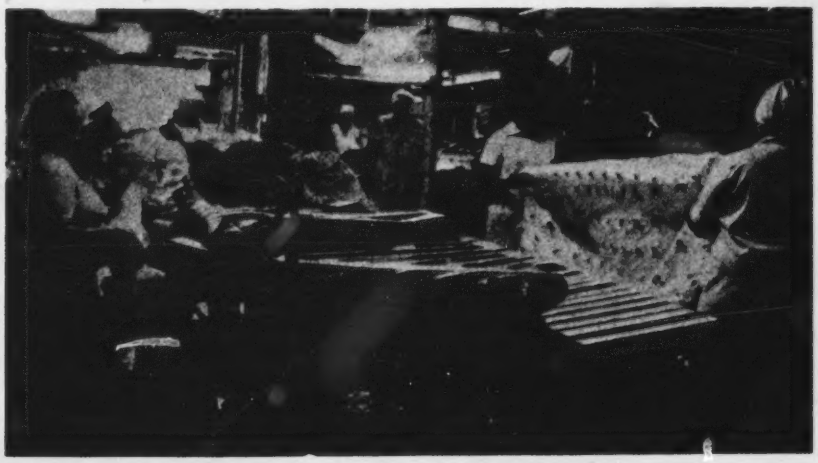
If the clothes are made of a material that sheds wrinkles readily, the finisher places them on hangers and puts them in a steam tunnel or steam cabinet. The steam will remove the wrinkles and help the garment regain its shape.

Some clothes, such as men's suits, are made out of fabrics that require more attention; they are finished differently. A *men's suit finisher* (D.O.T. 363.782) puts the pants on special "topper" and "legger" presses. The jacket is placed on a body form that may have a second part that comes down to press and shape the shoulders and collar of the jacket while the steam is forced from the inside. Final finishing touches are done on a steam-heated pressing head and "buck," a flat surface covered in fabric.

An *inspector* (D.O.T. 369.687) checks finished items to see that the quality standards of the plant have been maintained. Any item in need of recleaning or refinishing may be returned to the appropriate department; occasionally, the inspector works on them instead. Repair work may be forwarded to a *mender* (D.O.T. 782.884), who sews on buttons, mends tears, and resews seams. Finally, *assemblers* (D.O.T. 369.687) collect the linens and shirts by matching the sales invoice with the identification marks. Assemblers or *baggers* (D.O.T. 920.887) may remove tags before putting the items in bags or boxes for storage until called for by the customer or delivered by the route driver.

In addition to workers who are unique to laundry and drycleaning plants, many other workers are found in this industry. The manager or proprietor sees that the plant operates efficiently. Office workers keep records, handle correspondence, and prepare bills. Sales personnel search for new customers. Mechanics keep equipment and machinery operating properly. Some service workers clean, guard, and otherwise maintain the plant; others plan and serve food to plantworkers. Laborers lift and carry heavy loads to machines. (Many of these occupations are discussed elsewhere in the *Handbook*.)





Flatwork finishers shake out folds and creases, spread the sheets on moving belts, and feed them into large flatwork ironing machines.

Training, Other Qualifications, and Advancement

Many workers in this industry get their first jobs without previous training. Persons who have little formal

Some clothes are made of fabrics that require special attention.

education can get production line jobs in drycleaning plants. Basic laundry and drycleaning skills may be learned on the job in a short time. Some jobs, such as folding towels and feeding pillowcases and sheets into a flatwork ironer, may require 1 or 2 days to learn. Some finishing jobs—pants presser, or shirt finisher, for example—may require less than a week's training. Other jobs, such as counter clerk, marker, inspector, and assembler, may require several weeks to learn. Several months or more are needed to train a drycleaner or women's apparel finisher. It may take 6 to 12 months to become a spotter because of the variety of fibers and fabrics, spots and stains, and chemicals used in treating the stains.

Some preemployment training in finishing, drycleaning, and spotting skills is available in vocational high schools and trade schools. Home study courses in all operations of the industry are available from the International Fabricare Institute.

Employers look for dependable workers who have physical stamina, manual dexterity, and keen eyesight. Workers must be able to adjust to the repetitive nature of many laundry and drycleaning jobs.

Advancement for most workers in this industry is limited. Many remain permanently in the same job. Nevertheless, employers occasionally send promising employees to technical or managerial training programs given by the International Fabricare Institute at its facility in Joliet, Ill. Some men's suit finishers become skilled enough to do women's apparel finishing. Markers and assemblers interested in finishing work usually are given an opportunity to move up to this job. Finishers also may become inspectors. Supervisors and managers frequently are chosen from experienced employees already in the industry. Some drycleaners and spotters establish their own drycleaning plants.

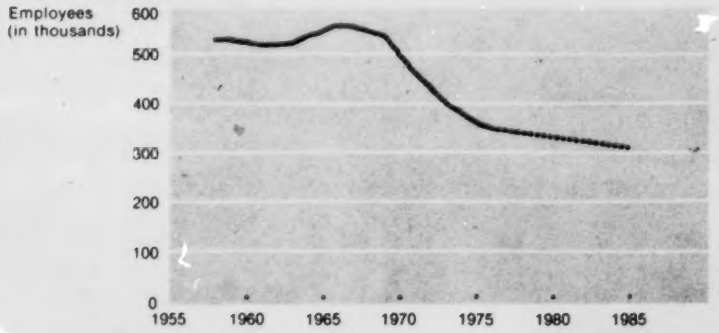
Employment Outlook

Employment in this industry is expected to decline through the mid-1980's. Laborsaving machinery and more efficient methods of cleaning and finishing laundry will enable the industry to do more work with fewer employees. Nevertheless, thousands of workers will be hired to replace those who retire, die, or transfer to other fields.

Although the industry's total employment is expected to decline, employment trends will differ among occupations. Employment of spotters is expected to decline because new fibers and finishes make fabrics less stainable. The number of finishers should decrease as machinery does more of the finishing work. On the other hand, more people will be needed in some maintenance occupations to repair the increasing amount of machinery and equipment used by laundry and drycleaning firms. More counter clerks will be required due to growth in the number of retail outlets operated by these firms.

Laborsaving machinery and improved methods enable laundries and drycleaning plants to do more work with fewer employees

Wage and salary workers in laundries and drycleaning plants, 1958-76 and projected 1985



Source: Bureau of Labor Statistics

Earnings and Working Conditions

Wage levels in the laundry and drycleaning industry are not high. In 1976, the hourly average wage for nonsupervisory workers in this industry was $3.26 compared to $4.36 for all nonsupervisory workers in all service industries and $4.87 for all such workers in private industry, except farming. Earnings are higher for workers in the more highly skilled occupations, such as drycleaner, spotter, and machine washer.

Modern laundry and drycleaning plants are clean and well-lighted. Because of the heat, hot air, and steam of the cleaning processes, the plant may be hot during the summer months. Many new, small drycleaning plants, however, are air-conditioned in the office and customer areas and well-ventilated in the machinery areas. In addition, new machinery operates with a minimum of noise. Work in laundries and drycleaning plants is less hazardous than in most manufacturing plants.

Sources of Additional Information

The local office of the State employment service may have additional information on training and employment opportunities in this field.

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What to Look For in this Reprint

To make the *Occupational Outlook Handbook* easier to use, each occupation or industry follows the same outline. Separate sections describe basic elements, such as work on the job, education and training needed, and salaries or wages. Some sections will be more useful if you know how to interpret the information as explained below.

The TRAINING, OTHER QUALIFICATIONS, AND ADVANCEMENT section indicates the preferred way to enter each occupation and alternative ways to obtain training. Read this section carefully because early planning makes many fields easier to enter. Also, the level at which you enter and the speed with which you advance often depend on your training. If you are a student, you may want to consider taking those courses thought useful for the occupations which interest you.

Besides training, you may need a State license or certificate. The training section indicates which occupations generally require these. Check requirements in the State where you plan to work because State regulations vary.

Whether an occupation suits your personality is another important area to explore. For some, you may have to make responsible decisions in a highly competitive atmosphere. For others, you may do only routine tasks under close supervision. To work successfully in a particular job, you may have to do one or more of the following:

- motivate others
- direct and supervise others
- work with all types of people
- work with things—you need good coordination and manual dexterity
- work independently—you need initiative and self-discipline
- work as part of a team
- work with details, perhaps numbers or laboratory reports
- help people
- use creative talents and ideas
- work in a confined area
- do physically hard or dangerous work
- work outside in all types of weather

A counselor can help you find out more about your interests and abilities so you can judge whether a job's characteristics suit you.

The EMPLOYMENT OUTLOOK section tells whether or not the job market is likely to be favorable. Usually an occupation's expected growth is compared to the average projected growth rate for all occupations (20.1 percent between 1976 and 1985). The following phrases are used:

Much faster	50% or more
Faster	25.0 to 49.9%
About as fast	15.0 to 24.9%
Slower	4.0 to 14.9%
Little change	3.9 to -3.9%
Decline	-4.0% or more

Generally, job opportunities are favorable if employment is growing at least as fast as for the economy as a whole.

But, you would have to know the number of people competing with you to be sure of your prospects. Unfortunately, this supply information is lacking for most occupations.

There are exceptions, however, especially among professional occupations. Nearly everyone who earns a medical degree, for example, becomes a practicing physician. When the number of people pursuing relevant types of education and training and then entering the field can be compared with the demand, the outlook section indicates the supply/demand relationship as follows:

Excellent	Demand much greater than supply
Very good	Demand greater than supply
Good or favorable	Rough balance between demand and supply
May face competition	Likelihood of more supply than demand
Keen competition	Supply greater than demand

Competition or few job openings should not stop your pursuing a career that matches your aptitudes and interests. Even small or overcrowded occupations provide some jobs. So do those in which employment is growing very slowly or declining.

Growth in an occupation is not the only source of job openings because the number of openings from turnover can be substantial in large occupations. In fact, replacement needs are expected to create 70 percent of all openings between 1976 and 1985.

Finally, job prospects in your area may differ from those in the Nation as a whole. Your State employment service can furnish local information.

The EARNINGS section tells what workers were earning in 1976.

Which jobs pay the most is a hard question to answer because good information is available for only one type of earnings—wages and salaries—and not even this for all occupations. Although 9 out of 10 workers receive this form of income, many earn extra money by working overtime, night shifts, or irregular schedules. In some occupations, workers also receive tips or commissions based on sales or service. Some factory workers are paid a piece rate—an extra payment for each item they make.

The remaining 10 percent of all workers—the self-employed—includes people in many occupations—physicians, barbers, writers, and farmers, for example. Earnings for self-employed workers even in the same occupation differ widely because much depends on whether one is just starting out or has an established business.

Most wage and salary workers receive fringe benefits, such as paid vacations, holidays, and sick leave.

Workers also receive income in goods and services (payment in kind). Sales workers in department stores, for example, often receive discounts on merchandise.

Despite difficulties in determining exactly what people earn on the job, the Earnings section does compare occupational earnings by indicating whether a certain job pays more or less than the average for all nonsupervisors in private industry, excluding farming.

Each occupation has many pay levels. Beginners almost always earn less than workers who have been on the job for some time. Earnings also vary by geographic location but cities that offer the highest earnings often are those where living costs are most expensive.

What's an ad for the OOQ doing in a place like this?

The career information contained in the reprint you are reading was taken from the 1978–79 edition of the Occupational Outlook Handbook. But the Handbook is not the only source of useful career information published by the Bureau of Labor Statistics. The Handbook's companion, the Occupational Outlook Quarterly, is published four times during the school year to keep subscribers up to date on new occupational studies completed between editions of the Handbook. The Quarterly also gives practical information on training and educational opportunities, salary trends, and new and emerging jobs—just what people need to know to plan careers.

If you were a subscriber to recent issues of the Occupational Outlook Quarterly, you could have learned

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- what's happening in the field of career education
- about career possibilities in such fields as journalism, mid-wifery, and shorthand reporting.

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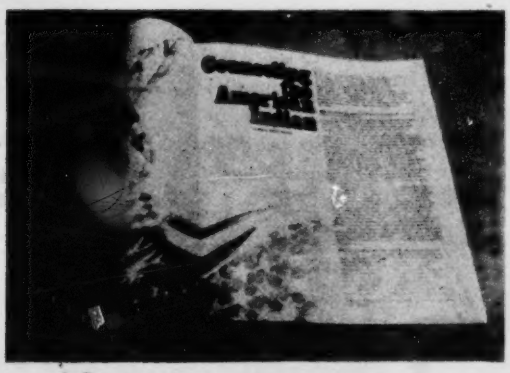

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